INFORMATION SYSTEMS MANAGER

DEFINITION:

Under general supervision, the Information Systems Manager supervises Information Systems Technicians and provides a full range of technical support services to install, configure, maintain, and repair all information systems for the City; including hardware and software related to PC workstations, wired and wireless networks, file servers, and related equipment.

CLASS CHARACTERISTICS:

This is an exempt, management level classification which requires appropriate specialized training and job-related experience to perform complex and difficult tasks to ensure the proper installation, operation, maintenance, troubleshooting, and repair of individual PC workstations, wired and wireless networks, and file server equipment at all City facilities. In addition, the Information Systems Manager is responsible for strategic planning, supervision of day to day tasks and activities of subordinates, and serves as a member of the City Computer Users Group and IT Management Committee. This position is distinguished from the next lower classification of Information Systems Technician by the higher level of technical expertise, supervision of subordinates, and strategic planning.

Successful performance in this class requires interpersonal skills required to provide positive supervision and a broad knowledge and experience in both individual workstation hardware and software support and local and wide area network operations.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1.   Supervises and evaluates Information Systems Technicians. Assigns, prioritizes, and schedules duties and work assignments.

2.   Participates as a member of the City Computer Users Group and IT Management Committee.

3.   Participates in strategic planning and makes recommendations to ensure productive implementation and use of information technologies for the City.

4.   Installs, configures, monitors, tests, and maintains individual PC workstations and related peripherals, wired and wireless networks, and file server equipment as well as local and networked software.

5.   Installs and maintains application software on workstations and security software on network file servers.

6. Establishes and maintains proper access privileges for all city employees.

7. Work with software vendors to install updated and upgraded software as needed.

8. Maintains wired and wireless network connectivity.

9. Troubleshoots information systems and determines the resources required to return the system of optimum performance.

10. Repairs or replaces equipment and configures or reinstalls software as needed for individual PC workstations, and network file serves including issues relating e-mail and to access to the internet and intranet.

11. Evaluates the obsolescence of workstations and peripherals and recommends replacement when appropriate.

12. Be familiar with fundamental network operation and network devices such as printers, PDA's, etc.

13. Write clear and concise documentation for internal and external use.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. Coordinates development issues and ongoing maintenance of the City web site.

2. Answers questions and instructs users regarding proper use and operation of application software as needed.

3. Composes staff reports and budget recommendations regarding City Information System needs.

4. Perform other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

1. The concepts and terms applicable to state-of-the-art information systems and technology.

2. Operation and maintenance of information systems equipment similar to that currently required by the City of Morgan Hill.

3. Methods, tools and test equipment that may be used in the installation, troubleshooting, and repair of information systems.

4. Network management principles and practices.

5. Theory and implementation practices of local area and wide area networks.

6. Internet and internet applications.

7. Modern office practices and procedures.

8. Information systems providers/vendors and their products.

9. Principles and practices of supervision and training.

Skill in:

1. Installing, troubleshooting, and maintaining network hardware and software.

2. Installing, troubleshooting and maintaining workstation hardware, peripherals and software including:

   a. Currently used operating system software.
   b. Word Processing.
   c. Spreadsheets.
   d. Messaging software (e-mail and calendars).
   e. Web browser.
   f. Geographic Information System software.

3. Excellent customer service skills.

4. Organizing and preparing clear and concise reports in a non-bureaucratic style.

Ability to:

1. Perform preventative maintenance.

2. Evaluate workstation software and peripheral equipment.

3. Analyze problems quickly and draw logical conclusions, plan and implement an effective course of action.

4. Establish and maintain effective working relationships with others.

5.   Evaluate City information technology needs and recommend preferred courses of action to satisfy those needs.

6.   Exercise responsibility to work with limited direction; and complete assigned work and meet deadlines.

7.   Observe and recognize performance traits of subordinates and evaluate them as they apply to performance measures.

8.   Lead subordinates and foster a team environment.

JOB REQUIREMENTS:

1.   A combination of education and experience substantially equivalent to that obtained by acquiring an bachelors degree or similar four year college degree with emphasis in the field computer science, or a closely related field.

2.   At least four years experience in performing troubleshooting and repair work on network and/or personal computer equipment with two years experience in a lead or supervisory capacity.

3.   Possession of a valid California Class C driver's license in compliance with adopted City driving standards.

OTHER QUALIFICATIONS:

1.   Maintain two MS Office Specialist certifications in software products used by the City.

2.   Familiarity with website maintenance tools desirable.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

1.   Reports, forms, pencils and pens
2.   Plans, maps, and blueprints
3.   Computer monitor, keyboard, printer
4.   Copy machines
5.   Fax machines
6.   Telephone
7.   Calculator
8.   Typewriter
9.   Automobile

10.   Presentation equipment

PHYSICAL DEMANDS:

1.   Mobility
2.   Speaking/hearing
3.   Seeing
4.   Sitting/standing
5.   Pushing/pulling
6.   Manual dexterity
7.   Speed in meeting deadlines
8.   Driving
9.   Lifting up to 15 lbs.
10.   Walking

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

Office Conditions:

1.   <u>Indoors</u>: normal office conditions, 95% of the time
2.   <u>Travel</u>: varying conditions, 5% of the time.
3.   <u>Noise level</u>: conducive to office setting
4.   <u>Lighting</u>: conducive to office setting
5.   <u>Flooring</u>: low level carpeting
6.   <u>Ventilation</u>: provided by central air conditioning
7.   <u>Dust</u>: normal, indoors levels